

ARIZONA VETERANS SERVICE COMMISSION

INTERNAL MANAGEMENT POLICY 89-08

SUBJECT: VETERANS SERVICE OFFICER TRAINING PROGRAM

EFFECTIVE DATE: July 1, 1992

1.0 POLICY: It is the policy of the Arizona Veterans Service Commission to ensure that Veterans Service Officers annually receive adequate training to maintain currency and enhance their ability to provide accurate and complete service to the veteran community.

2.0 AUTHORITY: A.R.S. § 41-604, Duties and Powers of the Director.

3.0 RESPONSIBILITY:

3.1 The Administrator, Veterans Services Division, is responsible to ensure that all Veterans Service Officers understand this training program and that training is accomplished as scheduled.

3.2 Each Veterans Service Officer is responsible to accomplish scheduled training.

4.0 DEFINITIONS:

4.1 New Employee Orientation. Mission, philosophy, organizational structure and employee benefits, personal and professional, are presented to the new VSO.

4.2 In-Service Training. Training conducted within the Commission for the purpose of improving the performance of employees in the Veterans Service Officer classification. The following activities are considered in-service training:

4.2.1 Programmatic Training. Short-term training involving specific skills building or instruction in job-related skills which are necessary to perform job duties.

4.2.2 Management Development Program. Training in basic management and supervisory skills for the new or potential supervisors as well as opportunities for experienced supervisors or lead VSO's.

4.2.3 Workshops. Annual short-term training session for all VSO's at a centralized location designed to inform, enhance job-related skills and obtain annual state VSO certification.

- 4.3 Out-Service Training. Training purchased from an accredited educational institution, private organization, professional society or other governmental agency to enhance the knowledge and technical skills that are beneficial in providing effective services to the public and meeting Commission goals and objectives. This type of activity is generally purchased for, or made available to, individual, permanent status Veterans Service Officers.
- 4.4 Out-of-State Training. Out-of-state training must be approved by the Director, AVSC, and the Office of the Governor. Normally, only one VSO may attend an out-of-state activity. However, dependent upon the availability and type of training offered, the Administrator, Veterans Services Division, may submit written justification to the Director, AVSC, requesting more than one VSO attend the same training activity.

## 5.0 PROCEDURES:

### 5.1 New Employee Orientation.

- 5.1.1 Original probation VSO's shall be scheduled to receive the DOA New Employee Orientation course within the first month of employment.
- 5.1.2 Within the first month of employment, a one-day orientation visit at the AVSC Central Offices shall be scheduled for all VSO's. This orientation shall include a tour of the VARO, Carl T. Hayden VA Medical Center and meetings with the Director, AVSC, Division Administrators and other staff as appropriate.
- 5.1.3 The Administrator, Veterans Services Division, shall ensure that a new employee orientation checklist has been completed within the first month of employment for each VSO and forwarded to the Administrative Services Division for file.
- 5.1.4 In addition to the normal material provided to all new employees of the Commission, each VSO shall be provided with a standard, basic VSO kit of materials within the first week of employment. These materials shall include a VSO Handbook and select documents/materials which are necessary to accomplish assigned duties. Each VSO is responsible for the maintenance of material in his/her assigned VSO kit.
- 5.2 Quarterly and annual training requirements for all employees in the VSO classification are listed in paragraph 5.2.1. These are the minimum training requirements established for each training category. Requests for waivers of training must be submitted in

writing through the Administrator, Veterans Services Division, to the Director AVSC, for approval.

5.2.1 VSO Annual Training Requirements.

|                                |   |
|--------------------------------|---|
| New Employee Orientation       | Mandatory for all employees in VSO classification.  |
| In-Service Training            |   |
| Programmatic Training          | Twelve hours each quarter for all VSO's.  |
| Management Development Program | Three hours each quarter for the lead VSO's.  |
| Training Workshop              | Mandatory for all employees in the VSO classification.  |
| Out-Service Training           | Training scheduled as required to satisfy individual's training plan and subject to funds availability. |
| Out-of-State Training          | Training scheduled as required to satisfy individual's training plan and subject to funds availability. |

5.3 In-Service Training. These training activities are planned, coordinated and conducted primarily for and by AVSC personnel.

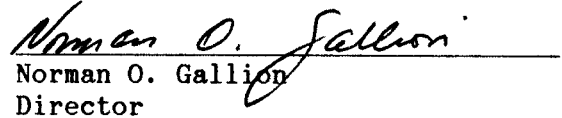
5.3.1 Programmatic Training. This training shall be designated on a quarterly basis. Prior to the start of each quarter -- July, October, January and April -- each VSO shall receive his/her training requirements on AVSC Form 01-30, Training Schedule (Attachment 1). Upon completion of assigned training, each VSO shall verify that the training was accomplished and forward AVSC Form 01-30 to his/her immediate supervisor for review and endorsement. Completed forms shall be submitted to the Administrator, Veterans Services Division for review and retention.

5.3.2 Management Development Program. This training is a comprehensive program of basic management practices and theory. The CPM I course offered through the Department of Administration is the core curriculum for this program.

VSO's promoted into lead positions or management positions in the Commission are required to complete the CPM I course before the end of their probationary period. The Administrator, Veterans Affairs Division is responsible to ensure completion of the CPM I course by the VSO.

- 5.3.3 A training workshop shall be scheduled once each year -- normally in the spring. Attendance for all employees in the VSO classification is mandatory. This workshop shall be structured to brief attendees on veterans affairs issues, provide hands-on training and an opportunity for discussions relative to federal and state veteran issues and programs.
- 5.4 Out-Service Training. Out-service training sponsored by the Commission should meet the following general conditions:
  - 5.4.1 Training shall be approved only when it cannot be acquired effectively through in-service training.
  - 5.4.2 Training will be approved only for employees with permanent status.
  - 5.4.3 After successfully completing out-service training, the VSO may be required to present one or more training sessions to other VSO's or Commission staff, whenever applicable. This determination shall be made by the Administrator, Veterans Services Division, and prior to the start of the training session.
  - 5.4.4 The VSO is subject to repaying, on a prorated basis, all registration fees and tuition paid by the Commission if the VSO leaves state service within six months after the cost is incurred. Repayment will be determined by the Director, AVSC.
  - 5.4.5 Textbooks, publications and materials purchased with AVSC funds become the property of the AVSC Reference Library located in Suite 509.
  - 5.4.6 A VSO who fails to attend or withdraws from a prepaid out-service training course or activity without authorization shall repay costs to AVSC.
- 5.5 Lead VSO's or designated trainers will forward the individual VSO Training Plan of each VSO trainee to the Administrator, Veterans Services Division, at the end of every third month of training. The training plan/record will contain the lead VSO/trainer assessment of the trainee's progress in the "Notes and Comments" section, VSO Training Plan.

- 5.6 Certification. Employees in the Veterans Service Officer classification shall be annually certified proficient in VSO duties. Certification is acquired through satisfactory completion of the assigned quarterly training requirements and attendance at the annual VSO training workshop. A certificate suitable for framing shall be presented to each VSO at the workshop who satisfactorily completes certification training requirements.
- 5.7 Evaluation. All out-service and out-of-state training shall be evaluated on AVSC Form 01-29, Assessment of Training (Attachment 2), by employees attending the training sessions. Completed forms shall be submitted to the Director, AVSC, through the Administrator, Veterans Services Division. Assessment of Training forms shall be retained for a minimum of two years by the Division Administrator.
- 6.0 IMPLEMENTATION: This policy shall be implemented without change on the effective date.

  
Norman O. Gallion  
Director

Attachments: AVSC Form 01-30 - Training Schedule  
AVSC Form 01-29 - Assessment of Training

## ASSESSMENT OF TRAINING

Please answer the following questions fairly and frankly.

|                               |  |                   |
|-------------------------------|--|-------------------|
| Course Title                  |  | Date              |
| Instructor/Consultant Name(s) |  | Training Location |

1. What is your rating based upon immediate and future benefits to you in performing your job?  
☐ Excellent    ☐ Very Good    ☐ Satisfactory    ☐ Fair    ☐ Poor

Why? \_\_\_\_\_

2. To what extent will you expect to use the knowledge/skills gained in performing your job?  
☐ Daily    ☐ Frequently    ☐ Occasionally    ☐ Seldom    ☐ Never

How? \_\_\_\_\_

3. Please rate the performance of the instructor/consultant.  
☐ Excellent    ☐ Very Good    ☐ Satisfactory    ☐ Fair    ☐ Poor

Why? \_\_\_\_\_

4. Comment about the room, materials, activities, etc.

5. Were the training objectives below met? If you check "no," please explain why:

|          | Yes   | No    | Why?  |
|----------|-------|-------|-------|
| a. _____ | _____ | _____ | _____ |
| b. _____ | _____ | _____ | _____ |
| c. _____ | _____ | _____ | _____ |
| d. _____ | _____ | _____ | _____ |

ARIZONA VETERANS SERVICE COMMISSION

Training Schedule

Name \_\_\_\_\_ Training Period \_\_\_\_\_

Subject

Minimum Hours  
of Study

Date  
Completed

Programmatic Training

Management Development Training

I certify that the training listed above was accomplished during this training period.

Signature/Date

Immediate Supervisor's Initials